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**Job Description**

**Role:** Bristol Changing Futures Programme Services Coordinator

**Responsible to:**  One25 Services Manager

**Direct reports:** None

**Budgetary responsibility:** None

**Location:** St Pauls, Bristol, with regular time at the shared Changing Futures office base.

**Salary:** £30,786

**Job purpose:**

The purpose of this role is to support vulnerable women who are experiencing domestic abuse to move away from abusive relationships, to increase their safety and reduce their risk and support them to exit street sex work. This will reduce the vulnerability of women and support them to achieve their goals.

Working to the My Team Around Me model as this develops, the role will engage and support women in leading their journeys, and maximise their choice and control over the support they receive.

She will work with the range of agencies to achieve practical coordination and brokerage of specialist and mainstream services for clients, led by their interests, needs and aspirations.

Working with other agencies, she will help address blocks and enablers in the system, find creative solutions for women, share learning and help influence change in the way agencies provide services for the client group.

She will work closely will be responsible for her own caseload on a daily basis and

will work alongside volunteers to deliver services of a high quality.

**Job Context**:

Second Step is the lead agency, in a partnership of organisations, chosen by Bristol City Council, to deliver the MHCLG Changing Futures programme in Bristol to support people facing multiple disadvantage, including discrimination, homelessness, domestic abuse, mental health, drug and alcohol and offending.

The Programme’s aims are:

* to find new ways to support people who face multiple disadvantage and who are traditionally not well served by services
* to drive system change towards lived-experience leadership, partnership working, holistic support and care and prevention

The focus of the programme is on achieving a lasting impact through cultural and system change.

At the heart of Bristol’s programme is the piloting and roll out of the My Team Around Me (MTAM) model, which aims to radically transform the way people with multiple disadvantage experience services, and to improve their outcomes.

MTAM will be developed over 3 phases, informed by client and agency feedback, learning and evaluation.

The Service Coordinator (women) role is part of a team within Bristol’s CF delivery partnership, made up of posts from St Mungo’s, Next Link, One25, Barnardos, 1625IP, AWP and a post directly employed by Second Step.

The team will engage clients from 3 priority groups: young people from Minority Ethnic backgrounds, women experiencing domestic abuse and people experiencing chronic homelessness, complex and compound trauma. This is likely to widen as the model rolls out and is then mainstreamed.

The Changing Futures (CF) Service Coordinator model will be developed and tested during the course of the CF Programme and the phases of My Team Around Me delivery. As such, the model and this job role is subject to review, evaluation and change.

# Job accountabilities:

* Work with a multi-agency panel to identify service users.
* Coordinate and case manage a person-centred multi-agency response to the service user’s needs and aspirations, operating a culturally competent approach, with a shared assessment, formulation and plan for each woman. If appropriate refer to Multi-Agency Risk Assessment Conference (MARAC) following agreed protocols.
* Working with a caseload, act as Lead Professional for the service user, as defined in the MTAM model and as this evolves.
* Undertake proactive work across Bristol to engage and build trusting relationships with service users, and develop a full understanding of their backgrounds, current situation, risk, their priorities, needs, hopes and ambitions.
* Provide a single consistent point of contact for the service user and agencies working with them, working towards shared accountability and risk with other agencies involved in supporting the client.
* Support each service user in leading their journey at a pace that is right for them, responding flexibly, and review progress with them on a regular basis.
* Advocate on behalf of service users and achieve practical coordination and brokerage of specialist and mainstream services and support to provide timely and responsive personalized interventions, working in collaboration with staff in other agencies, and finding creative solutions.
* Administer a small personal budget for each client to spend on items of their choice.
* In line with CF system change tools and procedures, identify system blocks and enablers, help to address these to find creative solutions for service users and help influence change in the way agencies provide services for the service user group.
* Assist service users to provide feedback and engage in opportunities to improve services. This includes involving service users in the development of One25’s services.
* Working with the Psychologist, participate in reflective practice, and assist in the implementation of a Psychologically and Trauma Informed approach in all aspects of the team’s practice.
* Record accurate timely service user contact, progress and outcomes, help to analyse data, and meet all reporting requirements.
* Participate in action learning sets, share learning within the Team, and within One25.
* Participate in the national and local evaluations of the programme
* Abide by Second Step’s operational policies, including the safeguarding policy and procedures.
* Work evenings, weekends and occasional bank holidays, as required.
* Undertake any tasks requested by the CF Team Manager, that are either within the role holder’s capability or offer development opportunities, with appropriate support, to the role holder.
* Promote the values and principles of the programme

**Measures for the role:**

* Reaching, engaging and building trusting relationships with women who face multiple exclusions. This will include outreach with the van outreach team.
* Enabling women to sustain their engagement in services and to pursue their hopes and ambitions
* Brokerage and coordination of services chosen by women
* Enabling women to achieve their outcomes, including accessing safe alternative accommodation e.g. refuges, hostels, re-location, or to remain within the home, but with safety measures in place; receiving a high level of support via CJS
* Identification of barriers faced by women, and help to achieve solutions to overcome them
* Monitoring, recording, reporting and sharing of learning and impact
* Attend external meetings presenting and advocating for women to a high standard to enable pathways for the women.

**Any other responsibilities**: Undertake some work outside of core working hours such as:

* To take part in some One25 outreach and be on the Outreach On-Call rota.
* Provide cover for the Next Link staff member in her absence, and other Service Coordinator team members, as required To work outside office hours at managers request.

**Personal Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | Educated to A Level or equivalent | Educated to degree level or equivalent experience  Relevant professional qualification e.g. social work, nursing, mental health of equivalent  IDVA qualification |
| **Knowledge** | Knowledge and understanding of the nature and impact of sexual and domestic violence  Knowledge and understanding of a person-centred approach and employing psychologically informed practice (PIE)  Knowledge, understanding and practical application of a range of evidence-based approaches (attachment theory, trauma, informed approaches)  Knowledge and commitment to implementation of safeguarding policies and procedures  Understanding of vicarious trauma and self-care, and methods to reduce impact on self and team  Knowledge of housing and homelessness issues, physical and mental health issues, and a good knowledge of services  Good understanding of boundaries and confidentiality | Knowledge of other voluntary and statutory sector services supporting people with multiple and complex needs  Knowledge of the impact of street sex work  Good understanding of GDPR, data protection and confidentiality |
| **Skills** | Ability to engage hard to reach service user group and sustain often emotionally demanding and challenging casework relationships, whilst maintaining boundaries Ability to build strong relationships with partner agencies, influencing and advocating across professional disciplines using evidence and practice to improve outcomes for women  Able to communicate effectively with people at all levels in person and through written communications and reports  Ability to plan, organise and deliver work to meet individual, team and organisational objectives and deadlines  Ability to use IT systems including proficient user of Microsoft Office (or equivalent package), with a good knowledge of Word and basic knowledge of Excel and PowerPoint  Ability to accurate record cases and input on database | Ability to develop and deliver interventions to women with multiple and complex needs in response to changing needs of individual cases |
| **Experience** | Significant experience in an equivalent role  Experience of working in multi-disciplinary teams and with multiple agencies | Previous experience of working in the voluntary sector  Experience of working with women involved in street sex work |
| **Competencies/ Behaviours** | Able to work independently with good understanding of risk assessment and safety procedures  Confident and able to think on their feet and react decisively in pressurised situations  Able to be empathetic, reflective, objective and have a resilient disposition with effective self-care  Requirements for all One25 staff  Continually seeks to improve performance organisationally and personally  Ability to form and maintain good working relationships with colleagues  Works well under pressure and plans, organises and manages workload to meet objectives and deadlines  Ability to be an ambassador for One25 externally and across internal teams  A willingness to get the job done  Promotes effective team working and supports team work across immediate and wider One25 teams  To operate in line with One25’s core competencies and values:  Core values:   * Person-centred * Justice * Unconditional love * Non-judgmental   Core behavioural competencies:   * Working with Others * Communicating * Organisational awareness * Learning and growth * Planning and delivery of work * Motivational leadership   Able to actively demonstrate and communicate a willingness to work within and support the clear and inclusive Christian ethos |  |
| **Other** | This post is open to women only  Undertake some work outside of core working hours such as: present and speak at public events on behalf of One25 in order to raise awareness regarding service users and their complex lives | Driving Licence and access to a vehicle |